

OTIS

United Technologies

Partners in Service
NextGeneration
Service™

NextGeneration Service™ (NGS) is Otis' customised maintenance system that satisfies your individual equipment needs thus maximising its performance, reliability and availability.

Benefits



GREATER
EQUIPMENT
RELIABILITY



CONSISTENT
QUALITY SERVICE
PROCESS



DETAILED
INFORMATION



EQUIPMENT
PERFORMANCE
IMPROVEMENT



PROVIDES PEACE
OF MIND

Features

NextGeneration Service™

Integrates our technicians' wealth of knowledge and experience on your individual equipment, our engineering capabilities and world-leading maintenance practice on an automated system.

Customised Unit Specific Maintenance Procedures

Your equipment maintenance program is customised to your individual equipment needs based on a comprehensive technical analysis of your unit. Taking into consideration the following;

- Operational Environment;
- Usage;
- Traffic patterns;
- Design requirements;
- Technical specifications; and
- Customer specific requirements.

The system automatically prioritises, schedules and tracks the program from beginning to end, with detailed procedures to be performed every visit.

Continuous Performance Improvement

Once this program has been followed by the technician, the completed maintenance procedures are entered back into the system, where the data gets processed and analysed. Any incomplete procedures are rescheduled, eliminating missed procedures and ensuring effective service delivery.

Your equipment's ongoing performance is closely monitored and analysed to identify performance issues. As the system is flexible, Otis can then adjust the maintenance program accordingly to ensure greater equipment reliability. The system's automated scheduling and tracking ensures every maintenance procedure is performed over a defined period.

Consistent Quality Service

Otis is a ISO 9001 quality accredited company. The NGS system was designed leveraging our technician's skills across Australasia, as well as global best practice, to ensure quality service at all times. NGS forms part of our quality systems and we remain committed to the program as it simply enhances the quality of our service delivery.

Detailed Reports

A collection of this data generates reports which are available on eService accessible via otis.com. This detailed information of your equipment is available any time for your specific reporting purposes.

